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Serial Number: 09/693,690  
Application. Filed: October 20, 2000  
Applicant: Kia Silverbrook, Jacqueline Anne Lapstun and Paul Lapstun  
Application. Title: Method and System for Providing Insurance Services  
Examiner/GAU: Rachel L Porter/3626

Dated August 25, 2004  
At: Balmain, NSW  
Docket No. NPA064US

### AMENDMENT A

Commissioner for Patents  
Washington, District of Columbia 20231

Dear Sir:

In response to the Office Action of June 30, 2004, please amend the above-identified application as follows:

**Amendments to the Specification** begin on page 2 of this paper. The Applicant submits that these amendments introduce no new matter.

**Amendments to the Claims** begin on page 7 of this paper. The Applicant submits that these amendments introduce no new matter.

**Remarks/Arguments** begin on page 17 of this paper.